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August 20, 2001

David Waddell
Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243

VIA HAND DELIVERY

Re: Docket to Establish Generic Performance Measures, Benchmarks, and
Enforcement Mechanisms for BellSouth Telecommunications, Inc.
Docket No. 01-00193

Dear Mr. Waddell:

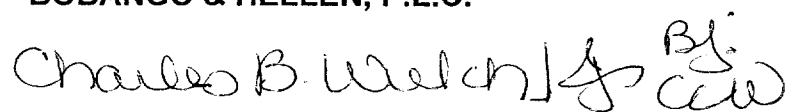
On August 16, 2001, the Pre-Hearing Officer in the referenced matter caused a notice of filing to issue requesting that the attached matrices be completed by each participating party prior to the scheduled hearing of this cause on August 20, 2001. Pursuant to this request, Time Warner Telecom of the Mid-South, L.P. ("Time Warner") advises the Authority that the requested information is not directly applicable to Time Warner's business operations. Instead, Time Warner purchases services from the BellSouth special access tariff. Attached, please find a list, by category, of Time Warner's request for SQMs for special access services. Time Warner's position concerning these measurements is detailed in the pre-filed, direct Testimony of Tim Kagele, Vice President of Carrier Relations and Interconnect Operations.

Please file this letter and the attachment in the record of the referenced proceeding. Thank you for your time and consideration.

David Waddell
August 20, 2001
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Very truly yours,

**FARRIS, MATHEWS, BRANAN,
BOBANGO & HELLEN, P.L.C.**

The block contains a handwritten signature in cursive script that reads "Charles B. Welch, Jr." followed by the initials "CBW".

Charles B. Welch, Jr.

CBW:ccw

Enclosures

cc: Carolyn Marek

SQMs for Special Access

Pre-Ordering:

OSS Interface Availability (SA-13)

Ordering:

Order Confirmation (FOC) Timeliness (SA-4-01)

DLR Timeliness (SA-4-02)

Reject/Query Timeliness (SA-7)

Provisioning:

Provisioning On Time Performance - Met Commitments (SA-1)

Average Delay Days on Missed Installation Orders (SA-2)

Installation Quality (New Circuit Failure Rate) (SA-3)

Percent Missed Appointments Due to a Lack of Facilities (SA-5)

Completed within Specified Interval (SA-8)

Open Orders in Hold Status (SA-9)

% Jeopardies (SA-10)

Average Completion Interval (SA-14)

Maintenance & Repair:

Trouble Duration Intervals (MTTR) (SA-6)

Customer Trouble Report Rate (Failure Frequency) (SA-11)

Repeat Trouble Reports (Repeat Report Rate) (SA-12)

Missed Repair Commitments (SA-15)

Out of Service > 24 Hours (SA-16)

Speed of Telephone Answer (SA-17)

Billing:

Invoice Timeliness (SA-18)

Invoice Accuracy (SA-19)

Timeliness of Dispute Resolution (SA-20)